



## Flexibility and the ability to grow



Although Quetzal had originally been selected for its flexibility and capability to grow, there was some level of scepticism towards implementing Quetzal as the standard solution across the entire organisation, because of its apparent complexity.

This concern was quickly resolved once the users were working with the system. Following even the most basic level of training, it became apparent just how user-friendly the system actually is. Since the merger of the two authorities, call volume has increased from around 40 calls a week to around 700 a week - aided by internal communications. Awareness has grown and an increased number of council services have realised the business benefits that the help desk offers. Jones cites one case in particular. "The finance department was getting increasingly busy with calls and queries, particularly towards the end of the month when wages were being paid. A request was made one Friday afternoon, that the help desk staff take over the initial calls. Forwarding the query to the department to solve and then return to the caller with the necessary information. By Monday lunchtime the system was up and running perfectly. It was that easy."

TWC appreciates that it is in its best interests for all departments and customers, such as schools, libraries and social services to know what the system can do, and most importantly, how to use it. TWC educates its customers

through regular open days which give attendees the opportunity to see how the system works, from where a call is received, to how the query is logged and what processes are undertaken before a return phone call is made. "It helps for them to know how the query is being dealt with" Jones explains, "People are naturally sceptical that something is actually being done when they log a query. By openly showing them the processes in place and how they are adhered to gives them increased confidence in our system. Subsequently they don't feel the need to chase each call that they make. They know someone will get back to them."

The faith in the system, and the need for continuous improvement, has led the TWC team to set their own service level agreements. Each recorded call has a one hour response time with a four hour fix deadline to meet, and a random 5% customer call back is quality. Criteria such as call answering speed, attitude of help desk staff and the speed of response to solve the problem are taken into consideration. TWC also asks for additional suggestions to enable any further improvements to be made. These checks are made daily and are marked on a points basis, ranging from 1 (excellent) to 5 (poor). Almost all respondents marked the overall procedure with grades 1 and 2. This quality control procedure has created a customer interface that TWC is keen to maintain.



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